

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P21782		Serial No. 10/058,785	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Philip KORTUM et al.			
				Filing Date January 30, 2002		Group 2681	
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<div style="font-size: 2em;">W</div> <div style="font-size: 4em; margin-top: 20px;">↓</div> <div style="font-size: 2em; margin-top: 20px;">W</div>		5 7 0 6 3 3 4	01/06/98	BALK et al.			
		5 8 0 2 5 2 6	09/01/98	FAWCETT et al.			
		5 9 9 9 6 1 1	12/07/99	TATCHELL et al.			
		6 0 1 6 3 3 6	01/18/00	HANSON			
		6 0 3 5 3 3 6	03/07/00	LU et al.			
		6 0 8 8 4 2 9	07/11/00	GARCIA			
		6 1 0 4 7 9 0	08/15/00	NARAYANSWAMI			
		6 1 4 8 0 6 3	11/14/00	BRENNAN et al.			
		6 1 7 0 0 1 1	01/02/01	MACLEOD BECK et al.			
		6 2 6 3 0 5 2	07/17/01	CRUZE			
	6 2 9 5 5 5 1	09/25/01	ROBERTS et al.				
	6 3 3 2 1 5 4	12/18/01	BECK et al.				
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
<div style="font-size: 2em;">W</div>		0 0 / 3 3 5 4 8	06/08/00	W.I.P.O.			
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
	1	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, http://www.call-center.net/ivr-series.htm .					
	2	"Customer Management Technology", TeleTech, http://www.teletch.com/solutions/cmt.htm , printed on December 18, 2001.					
	3	"Products & Services-Interactive Voice Response (IVR)," Prairie Systems, http://www.prairiesys.com/PSI/p_s_interactive_sol.htm .					
EXAMINER		DATE CONSIDERED 7-13-05					
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U.S. PATENT DOCUMENTS

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(w)		6	4	8	3	5	2	3	11/19/02	FENG			
		5	9	7	4	2	5	3	10/26/99	NAHABOO et al.			
		5	9	9	9	9	0	8	12/07/99	ABELOW			
		5	7	9	0	1	1	7	08/04/98	HALVIATTI et al.			
(w)	2003	0	1	5	8	6	5	5	08/21/03	OBRADOVICH et al.			

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		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

(w)		1	Henry Lieberman et al., "Let's Browse: A Collaborative Web Browsing Agent", 5-8 January 1999. Proceedings of IUI 99, CPP Conference Paper, 5 pages, including a Dialog DataStar Abstract thereof.										

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(w)	2004 /	0 2 4 0 6 3 5	12/02/04	BUSHEY et al.			
		5 3 2 9 5 7 8	07/12/94	BRENNAN et al.			
		5 3 8 4 8 3 1	01/24/95	CRESWELL et al.			
		6 7 7 8 6 5 1	08/17/04	JOST et al.			
		6 6 0 0 8 2 1	07/29/03	CHAN et al.			
	2004 /	0 0 6 2 3 7 1	04/01/04	MAROPIS et al.			
		6 4 8 7 2 7 7	11/26/02	BEYDA et al.			
		6 2 6 3 0 5 1	07/17/01	SAYLOR et al.			
(m)	2003 /	0 1 6 1 4 6 4	08/28/03	RODRIGUEZ et al.			

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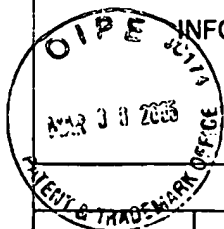
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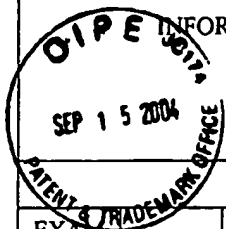
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(W)	2001 / 1 4 8 6 3	08/16/01	WILLIAMS III			
	2002/ 0 0 5 5 8 6 8	05/09/02	DUSEVIC et al.			
	2002/ 0 1 9 6 2 7 7	12/26/02	BUSHEY et al.			
	2003/ 0 1 5 6 1 3 3	08/21/03	MARTIN et al.			
	2004/ 0 0 3 2 9 3 5	02/19/04	MILLS et al			
	2004/ 0 0 4 2 5 9 2	03/04/04	KNOTT et al			
	2004/ 0 0 0 6 4 7 3	01/08/04	MILLS et al.			
	4 9 3 0 0 7 7	05/29/90	FAN			
	5 1 8 1 2 5 9	01/19/93	RORVIG			
	5 3 7 1 6 7 3	12/06/94	FAN			
	5 6 3 3 9 0 9	05/27/97	FITCH			
	5 6 7 1 3 5 1	09/23/97	WILD et al.			
	5 8 2 2 3 9 7	10/13/98	NEWMAN			
	5 8 3 5 5 6 5	11/10/98	SMITH et al.			
	5 8 7 2 8 6 5	02/16/99	NORMILE et al.			
	5 8 7 3 0 6 8	02/16/99	BEAUMONT et al.			
	5 9 0 5 7 7 4	05/18/99	TATCHELL et al.			
	5 9 6 3 9 6 5	10/05/99	VOGEL			
	6 0 2 6 3 8 1	02/15/00	BARTON III et al.			
	6 0 3 2 1 2 9	02/19/00	GREEF et al.			
	6 0 3 5 2 8 3	03/07/00	ROFRANO			
	6 0 3 8 5 6 0	03/14/00	WICAL			
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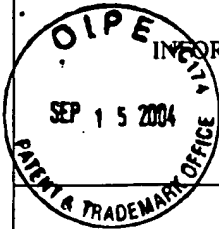
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(w)	6 1 6 0 8 7 7	12/12/00	TATCHELL et al.			
	6 2 1 9 6 6 5	04/17/01	SHIOMI			
	6 2 3 0 1 9 7	05/08/01	BECK et al.			
	6 2 4 3 3 7 5	06/05/01	SPEICHER			
	6 2 4 9 5 7 9	06/19/01	BUSHNELL			
	6 2 7 8 9 7 6	08/21/01	KOCHIAN			
	6 2 8 9 0 8 4	09/11/01	BUSHNELL			
	6 2 9 2 9 0 9	09/18/01	HARE			
	6 2 9 6 3 7 6	10/02/01	KONDO et al.			
	6 3 0 8 1 7 2	10/23/01	AGRAWAL et al.			
	6 3 3 6 1 0 9	01/01/02	HOWARD			
	6 3 5 3 8 2 5	03/05/02	PONTE			
	6 3 5 7 0 1 7	03/12/02	BEREITER et al.			
	6 3 6 6 8 7 9	04/02/02	COXHEAD et al			
	6 3 7 4 2 6 0	04/16/02	HOFFERT et al.			
	6 4 0 0 8 0 7	06/04/02	HEWITT et al.			
	6 4 0 5 1 4 9	06/11/02	TSAI et al.			
	6 4 0 5 1 7 0	06/11/02	PHILLIPS et al			
	6 4 3 4 7 1 4	08/13/02	LEWIS et al.			
	6 5 1 6 0 5 1	02/04/03	SANDERS			
(w)	6 5 9 8 0 2 2	07/22/03	YUSCHIK			

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